

**BEFORE THE FORUM**  
**FOR REDRESSAL OF CONSUMER GRIEVANCES**  
**IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI**

**On this the 23<sup>rd</sup> day of February' 2023**

**C.G.No.16/2022-23/Tirupati Circle**

***Present***

***Sri. K.Rama Mohan Rao***

***Sri.S.L.Anjani Kumar***

***Smt. G.Eswaramma***

***Chairperson (I/c) &***

***Member (Finance)***

***Member (Technical)***

***Independent Member***

***Between***

P.Sumathi,

R.R. Puram( V) & (P),

S.R. R.Puram (M)

Chittoor Dt.

Complainant

***AND***

1.Executive Engineer/O/Puttur

Respondents

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**ORDER**

1. The case of the complainant is that she is having Agricultural service vide SC No.5343127000747 of 5HP load from 25.11.2013. She further stated that Mr.G.Sivaram Prasad of SRR Puram Mandal is not allowing for laying of line for releasing of her existing Agricultural service. The complainant further stated that Mr.G.Subramanyam Naidu S/o.G.Sivaram Prasad has opposed for erection of pole for stringing of line to release her existing agricultural service. Hence she connected wires from pole to her service and utilized supply for her agricultural service through wires. Mr.G.Subramanyam Naidu S/o.G.Sivaram Prasad has disconnected the connected wire even though she is paying the CC charges regularly. At present HVDS scheme work was taken up by the department. Hence she stated that if Mr.G. Subramanyam Naidu S/o. G.Sivaram Prasad agreed for erection of 2poles and line erection across the fencing of his land, she will also agree for erection of poles and line in her land by cutting her tamarind tree also.

**DESPATCHED**

DATE 26/02

But her problem was not resolved by the department. Hence requested the forum to resolve her grievance.

2. The case was registered as C.G.No.16/2022-23/Tirupati Circle and sent to respondents for written submissions.
3. EE/O/Puttur has already reported in the connected case i.e. C.G.No.02/2022-23/Tirupati Circle stating that the Construction wing, Tirupati has executed the work i.e., converting existing LT network into HVDS in SRR Puram Mandal, which execution, the construction wing work taken up under RR Puram SS II, 63KVA (Code No.305331131218). They have partially completed the HVDS scheme work and 2No's. Service connections were left over with service number 5343127000590 of Mr.G.Siva Ram Prasad (complainant) and ASC No.5343127000747 of Smt. P.Sumathi and the transformer was already devoluted to SPM, Puttur by Construction wing (enclosed devolution of Removed equipment to stores). The complainant approached the AE/O/SRR Puram. On observation of field, it was noticed that work was not executed by the Construction wing due to the dispute between the above two consumers regarding Right of way for erection of lines.
4. On 30.5.2022, the EE/O/Puttur also submitted detailed report to the connected case of CG No.02/2022-23/Tirupati Circle stating that, on his field verification furnished the 2 options of the complainant , the details are as follows:-

(1) **As per sanctioned Estimate:-**

The supply to ASC No. No5343127000747 of RR Puram can be released by laying 350mtrs of LT 3ph 4W line with 3X16+25sqmm, AB cable for a distance of 350mtrs. For this the consumer of ASC No. 5343127000747 purchased materials at her own cost. The line can be laid along the fencing of the land of another Complainant i.e. G. Sivaram Prasad

**(2) Options shown by the Complainant:-**

**Option (1):-**

The LT line can be laid from another transformer which is to be fed 3 Nos. services 744, 200 & New service of SRR Puram. This will result overloading of transformer.

**Option (2):-**

The supply may be released by laying 420 mtrs. of 11KV line and erecting new 25KVA transformer. This will not be possible as the HVDS work under RR Puram SS II 63KVA was already completed and no supplementary work will be approved by the Corporate Office/Tirupati.

The Respondent enclosed the sketch along with the inspection report and recommended that as per the estimate already sanctioned i.e., laying of LT 3ph 4W line with 3x16+25sqmm, AB cable line for a distance of 350 mtrs. can be laid across the fencing of the land of Complainant which will not disturb the trees of the Complainant in C.G.No. 2/2022-23.

5. Respondent i.e. Executive Engineer/O/Puttur submitted additional written submission on 29.6.2022 stating that, the AE/O/S.R.R.Puram has submitted that Smt. P.Sumathi at RR Puram is having ASC No.5343127000747 of 5HP load and date of supply is 25.11.2013. Due to field objections the earlier AE/O/SRR Puram had not erected the line to the said Agricultural service. Recently HVDS works were carried out by the Construction wing, APSPDCL, Tirupati. The above service also covered under HVDS scheme. But due to field objections with neighbor consumer Sri.G.Sivaram Prasad, the HVDS scheme work was not executed by the construction wing/APSPDCL/Tirupati. If field objection is cleared between the two consumers, the line will be erected immediately by the construction wing.

EE further submitted that Mr.G.Sivaram Prasad also approached the forum and his case was also registered by the forum as CG.No.02/2022-23/Tirupati Circle and is pending due to field objection only.

6. Respondent again submitted written submission on 22.8.2022 stating that the AE/O/SRR Puram has proceeded to erect the line along the fencing of Mr.G.Sivaram Prasad. While executing the line erection work Mr.G.Sivaram Prasad is obstructing for erection of LT-line to release the supply to Smt. P.Sumathi of RR Puram in SRR Puram Mandal. Hence stated that the service was not released till to date due to dispute between two parties.
7. Personal hearing through video conferencing was conducted on 13.7.2022 Complainant's son Mr.Thyagarajulu present. EE/O/Puttur present. Heard both sides.

EE/O/Puttur represented that he had already visited the fields in connection with the CGNo.02/2022-23/Tirupati Circle and filed report. Complainant G.Sivaram Prasad i.e. C.G.No.2/2022-23 is objecting to release the service to complainant i.e. Smt. P. Sumati in C.G.No.16/2022-23. Whereas the complainant agreed to cut the Tamarind tree to give supply to the complainant in C.G. No.02/2022-23/Tirupati Circle and he has also given alternative way to give service to the complainant in this case.

The EE/O/Puttur has also stated during personal hearing that both the cases belongs to Mr.G.Sivaram Prasad of C.G.No.02/2022-23/Tirupati Circle and Smt.P.Sumathi of C.G.No.16/2022-23/Tirupati Circle will be resolved if the complainant Mr.G.Sivaram Prasad agreed for providing of line passing through outside compound of his land for releasing of service to Smt.P.Sumathi and also stated that the complainant P.Sumathi was also ready to cut the Tamarind tree which is in front of Mr.G.Sivaram Prasad land, as the tamarind tree is inconvenient for providing of 11KVline to release the existing service belongs to Mr.G.Sivaram Prasad.

8. On perusal of the said case, it is observed that there is a dispute between the two parties i.e., case of this complainant Smt. P.Sumathi and another complainant Mr.G.Sivaram Prasad (he also registered a complaint in this forum).

9. Again informed to EE/O/Puttur over phone to appear before the Forum along with records to discuss about the case and present field condition of both the complainant's premises.
10. The EE/O/Puttur attended for hearing before the Forum @ 12.30 P.M. on 3.2.2023. Heard the EE/O/Puttur version. This forum directed the EE/O/Puttur to submit additional report of the case along with sketch showing feasibility to release the said Agricultural service without passing any lines in the another complainant premises i.e. G. Sivaram Prasad
11. The EE/O/Puttur had again submitted the additional written submission along with the sketch on 09.02.2023 showing feasibility to release the said agricultural service.

The details of the additional written submission is as follows:-

The following solution can be adopted for resolving the issue in regard to C.G No.16/2022-23/Tirupati Circle filed by Smt.P.Sumathi and another complainant of C.G.No.02/2022-23/Tirupati Circle Sri. G.Siva Ram Prasad of RR Puram village, SRR Puram Mandal pertains to Operation Division Puttur.

- 1) DTR-2 may be shifted to new location as shown in the sketch.
  - 2) LT 3phase 4wire lines may be laid with 3X16+25Sq mm AB cable to release the supply to the existing ASC.No.590 & 747 of RR Puram Distribution.
12. Point for determination is whether respondents are entitled to restore power supply to the Agricultural service ASC No.5343127000747 by erecting LT 3phase 4wire lines with 3X16+25Sqmm AB cable of about 400mtrs or not?

The EE/O/Puttur has stated that at the time of release of service the consumer paid the LT line cost. Hence LT line available in the complainant's premises, due to field objection not erected the LT line. The HVDS scheme was introduced by the department to provide 3PH 25KVA/16KVA DTRs in place of mother DTR to provide better, efficient and un-interrupted power supply to the

Agricultural consumers. The department implemented the scheme and provided 25KVA/16KVA DTRs in place of mother DTR nearby the Agricultural services. Depending upon the contracted loads about 1 to 5 Agricultural services connected under each DTR of 3PH25/16KVA and releasing the agricultural services, the cost of the DTRs of 25KVA/16KVA DTRs provided under HVDS scheme shall be borne by the department only. Hence this forum noticed that, the department taken remedial measures and erected 3ph 25/16KVA DTRs at field and connecting the adequate loads of agricultural services under each 3ph 25/16KVA DTR to avoid over loads and to safeguard the DTRs by erecting 11KV and LT lines from consumer end to DTR to release the agricultural services. In HVDS scheme the department will maintain the DTRs of 25/16KVA.

The department is collecting deposit amounts per HP from the agricultural consumers but not collecting the DTR cost under the HVDS scheme and also facilitating and erecting 11KV/LT lines about 180 mtrswith free of cost, if line involvement is essential between DTR and agricultural consumer end .

Since there is a right of way dispute between the two complainants this forum decided to pass orders with equal justice to both the complainants who have filed complaints before this forum i.e.1) Smt.P.Sumathi (CG.No.16/2022-23/Tirupati Circle) & 2) Sri. G.Siva Ram Prasad (CG.No.02/2022-2023/Tirupati Circle) of RR Puram village of SRR Puram Mandal.

13. Hence, the respondents are directed to prepare an estimate for shifting of 3Ph 25KVA DTR which is erected in the Mango garden pertaining to Mr.G.Sivaram Prasad under T&D improvement works and after obtaining sanction from higher authorities shift the DTR from Mr.G.Sivaram Prasad Mango garden to road side as per the sketch submitted by the EE/O/Puttur to this forum and also prepare and sanction another estimate under HVDS scheme for erection of LT 3Ph4w line with 3X16+25KVA DTR as per the sketch submitted to this forum (LT line cost shall be collected from consumer for more than180mtrs distance of LT line)and execute the works with police protection if necessary and

release the said agricultural service SC No.5343127000747 within a month from the date of receipt of this order and submit the compliance report after execution of works within 15 days to this forum. The point is answered accordingly.

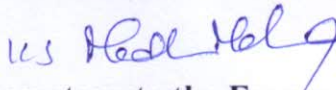
14. Thus the case of CG.No.16/2022-23/Tirupati Circle is disposed off.

Sd/-  
Member (Technical)

Sd/-  
Independent Member

Sd/-  
Chairperson (I/c)

**Forwarded By Order**

  
**Secretary to the Forum**

**This order is passed on this, the day of 23<sup>rd</sup> February'2023**

If aggrieved by this order, the Complainant may represent to the Vidyut Ombudsman, Andhra Pradesh, 3<sup>rd</sup> Floor, Sri Manjunatha Technical Services, Plot No:38, Adjacent to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008, within 30 days from the date of receipt of this order.

To

The Complainant

The Respondents

Copy to the Nodal Officer (Chief General Manager (O&M)/Operation)/CGRF/APSPDCL/Tirupati.

Copy Submitted to the Vidyut Ombudsman, Andhra Pradesh , 3<sup>rd</sup> Floor, Sri Manjunatha Technical Services, Plot No:38, Adjacent to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008.

Copy Submitted to the Secretary, APERC,11-4-660, 4<sup>th</sup> Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.